

SimXpert: Business Process Mining with Simulation

MARKET NEED

A common problem faced by companies with complex work processes is how to ensure that the best use and configuration of resources is achieved. In a process-driven environment, each object (e.g. customer, insurance claim, patient) is a participant in a process, competing against other cases for resources resources.

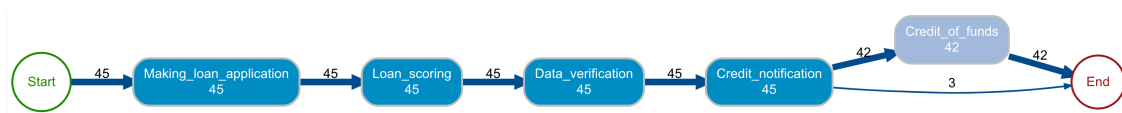
Business need to be examine **what-if** scenarios on replicas of their **real-life** business scenarios – combining the domains of simulation with process mining - to enable **low-risk low-cost** process optimisation testing.



Sample business process statistics



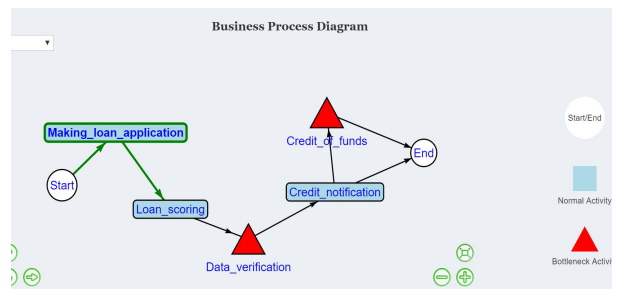
Frequency of Process Pathways or Traces



Business process chart: numbers indicate the number of cases passing through each activity

TECHNOLOGY SOLUTION

SimXpert tool generates visualisations of live business processes from logs of actual system events. Visualisations display bottlenecks and process paths. Simulation capabilities are incorporated to support process modification, including path adjustments, new paths and resource allocations.



SimXpert visualises bottlenecks, allows process activities to be added or re-routed and resources to be reassigned in order to examine impact

APPLICABILITY

SimXpert is relevant to any company that needs to examine and optimise their in-situ business processes. Benefits to companies of using business process simulators include resource optimisation, process routing improvements, and contingency planning for "what if" situations. By building process definitions from real system data, analysis takes place against a real-life view of events in the business.

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